



ELIJAH TANCIO

CRM SPECIALIST | VIRTUAL ASSISTANT |
WEB DESIGNER

CONTACT

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EDUCATION

2011 - 2015
THE UNIVERSITY OF
MINDANAO

- Bachelor of Science in
Information Technology

SKILLS

- Django Framework
- Business & Data Analysis
- Email & Calendar Management
- Software & Hardware
Troubleshooting
- Wordpress
- Monday.com Task
Management
- AgencyZoom CRM
- Zapier Automation
- InsuredMine CRM
- Google Sheets

LANGUAGES

- English (Fluent)

PROFILE

I offer a comprehensive range of services tailored to meet your business needs. As a virtual assistant, I streamline your daily tasks, enhancing your productivity and allowing you to focus on your core activities. With my experience in customer relationship management (CRM) administration, I optimize client interactions and strengthen relationships, ensuring seamless communication and satisfaction. My web designing services create visually appealing and user-friendly websites that effectively showcase your brand..

WORK EXPERIENCE

LAVA Automation 2023 - PRESENT
Customer Relationship Management Specialist

- Customized and configured the AgencyZoom, Zapier, & InsuredMine to meet the specific needs of the insurance companies and its various departments.
- Provided training and support to CRM/VA users, ensuring they are fully equipped to utilize the system effectively.
- Identified opportunities to improve CRM processes and implement best practices to enhance efficiency and effectiveness.
- Ensured the CRM system complies with industry regulations and company policies regarding data security and privacy.

Southern Philippines Medical Center 2018 - 2023
Full Stack Developer

- Developed and maintained both front-end and back-end components of the hospital's web applications, ensuring seamless integration and optimal performance.
- Managed web development projects from concept to deployment, ensuring timely delivery and alignment with business requirements.
- Conducted performance tuning and optimization to enhance application speed and efficiency.
- Ensured high code quality through regular code reviews, unit testing, and adherence to best practices and coding standards.

Damalerio Bookkeeping Services 2016-2018
IT Specialist

- Provided technical support to employees, resolving hardware, software, and network issues promptly to ensure minimal disruption to operations.
- Installed, configured, and upgraded software applications, ensuring compatibility and optimal performance across the organization.
- Maintained an inventory of IT assets, tracking hardware and software licenses, and ensuring proper allocation and utilization.